



## **Hardware Maintenance Terms and Conditions | 2020**

*The following document describes the terms and conditions of Software Support between:*

**Information Systems Corporation**  
**3210 Fiechtner Drive Fargo ND, 58103;**  
**14500 Martin Drive, Eden Prairie, MN 55314**

*Hereafter referred to as the "Information Systems Corporation" and:*

[Insert Company Name here]

*Hereafter referred to as "Customer".*

### **Annual Maintenance Agreement**

An Annual Maintenance Agreement is a yearly contractual agreement based on the customer receiving the best possible support to ensure a smooth, trouble-free, operational system. This type of technical support is a yearly contractual agreement with Information Systems Corp. This is the most complete and worry free support that we offer. It involves setup and upgrades, preventative maintenance and product repairs.

#### **Benefits**

Technical support as part of an Annual Maintenance Agreement, provides you with complete coverage for all hardware and software provided by or covered under a contract with Information Systems Corp. The coverage begins the date of system installation and is in effect for one full year. Work for customers covered under the Annual Maintenance Agreement will be completed Monday through Friday between the hours of 8am-5pm. Information Systems Corp. guarantees a maximum response time of four (4) hours from receiving a request for support.

#### **Per Incident Technical Support**

##### **Weekday rates (8am-5pm)**

Support not covered by an Annual Maintenance Agreement is \$165.00 per hour for imaging and microfilm technical support. Charges begin at time the call for support is received, with a minimum billing of one hour.

##### **Holiday and after hours Rates (5pm-8am)**

After hours and on federal Holidays, hardware support is charged at the rate of \$200.00 an hour per technician needed.

Support costs, on hardware not covered by an Annual Maintenance Agreement, include the cost of all parts and labor required to repair the hardware product. In addition, if on-site repair is not possible, and an equivalent hardware product is made available to minimize downtime, a rental fee is charged.

Remote access support is available for \$165.00 per hour, 8am-5pm Monday through Friday, and \$200.00 per hour for all other times.



**Optical Drives, Jukeboxes, Document Scanners, Reader-Printers and KIP Products**

Technical support on hardware as part of an Annual Maintenance Agreement includes annual scheduled maintenance, all parts and labor, emergency service calls, and when necessary, a hardware component of similar type will be provided at no cost, if on-site repair cannot be performed. The hardware product provided under such conditions is at the discretion of Information Systems Corporation. CONSUMABLE ITEMS AS DEFINED BY THE PRODUCT MANUFACTURER ARE NOT INCLUDED.

Coverage	Inclusions	Support Calls	Exclusions
8am-5pm CST M-F	<ul style="list-style-type: none"><li>• Parts and Labor</li><li>• Scheduled Maintenance Inspection</li><li>• Loaner Product during off-site repair</li></ul>	<ul style="list-style-type: none"><li>• Unlimited during coverage</li><li>• Includes Phone and On-Site</li><li>• Emergency Service Calls</li></ul>	<ul style="list-style-type: none"><li>• Consumable items as defined by the manufacturer.</li><li>• Parts failure due to misuse or abuse.</li></ul>

Remote modem access support after 5pm is available at no additional charge provided that prior arrangements have been made with Information Systems Corp.

**Discontinuation of Annual Maintenance Agreement**

Customers requesting to discontinue an Annual Maintenance Agreement during the agreement period must notify Information Systems Corporation in writing. No credit of a discontinued portion of the Annual Maintenance Agreement are provided for Hardware Products purchased from Information Systems Corp. Information Systems Corp. does not and will not issue refunds of a discontinued Annual Maintenance Agreement.

*Should the customer decline enrollment in an Annual Maintenance Agreement – all support issues will be billed at the Per-Incident Support rate.*